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ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

4700

Investigator: Brad MortonPhone: (602) 542-8800Fax: (602) 542-8800Priority: Respond Within Five DaysOpinion No. 2006 - 52344Date: 5/25/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By:

Barb

Bednarz

Account Name:

Barb Bednarz

Home:Street:Work:City:

Gold Canyon

CBR:State:

AZ

Zip: 85218is:Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:Contact Phone:Nature of Complaint:

Docket No. SW 02519A-06-0015

Consumer against rate increase. She feels the increase is too high and unhappy about odor problems. She also upset because company had told them no increase for 5 years.

\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

I explained the docket process would let Commissioners know her concerns. Also explained rate case process.

\*End of Comments\*

Date Completed: 5/25/2006Opinion No. 2006 - 52344RECEIVED  
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AZ CORP COMMISSION  
DOCUMENT CONTROL

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SW-02519A-06-0015

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2006 - 52334

Date: 5/24/2006

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:

**Russell**

**Harrison**

Account Name:

Russell Harrison

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Gold Canyon

CBR:

State:

AZ      Zip: 85218

is:

Utility Company.

**Gold Canyon Sewer Company**

Division:

Sewer

Contact Name:

Mike Weber

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*SW-02519A-06-0015\*\*\*\*\*

Customer wrote the following to the Commission -

Arizona Corporation Commission:

I am writing to let you know that I am adamantly opposed to the proposed rate increase request presented by Gold Canyon Sewer Company.

This goes directly against promises made by the company. Increases in population in the area should be providing additional revenues. A 100 percent increase in the sewer rate will create a substantial hardship on many of the residence of the area.

Please do not consider this as a viable proposal.

Very Sincerely,

Russell Harrison  
Gold Canyon Resident  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

157-2-30

100

100-443887-100



## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

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**Opinion No.** 2006 - 52346**Date:** 5/25/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

Gloria

McGlathery

**Account Name:**

Gloria McGlathery

**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:**

Gold Canyon

**CBR:****State:**

AZ

**Zip:** 85218**is:**

---

**Utility Company:**

Gold Canyon Sewer Company

**Division:**

Sewer

**Contact Name:** [REDACTED]**Contact Phone:** ([REDACTED])**Nature of Complaint:**

Docket No. SW 02519A-06-0015

Consumer against rate increase. She feels the increase is too high and unhappy about odor problems. She also upset because company had told them no increase for 5 years.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

I explained the docket process would let Commissioners know her concerns. Also explained rate case process.

\*End of Comments\*

**Date Completed:** 5/25/2006**Opinion No.** 2006 - 52346

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fa:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2006 - 52350**Date:** 5/25/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**      **Gerald R**      **Clapp****Account Name:** Gerald R. Clapp**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ      **Zip:** 85218**is:****Utility Company:** Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No. SW 02519A-06-0015

CRUSH RIDICULOUS FLUSHING FEESH!

Mr. Morton and Commissioners:

This letter is regarding the Gold Canyon Sewer/Algonquin Power Income FuncVs proposed 100% increase to \$70 per month....GCWWTF Case Docket No. SW02519A-OO-0638. It is difficult to comprehend how any company can justify the current \$35 per month when surrounding communities are paying under \$20 per month. I/We find this proposed increase ludicrous as many Gold Canyon residents are retired and living on fixed incomes. Furthermore, this Community was promised by former management that there would be no further increases after the 2003 increase you granted to Gold Canyon Sewer.

It seems perhaps that Algonquin Power Income Fund may have "over" invested a hefty sum to expand their out-dated facilities and "to attempt" the correction of local unpleasant odorous situations. But—does this give them right to take advantage of a situation where we have no other alternative??? The answer to this questions is "NO"! There are still odor issues & we shouldn't have to pay for their expansion to a sewer system they chose to over-extend!!!! Your atte n to this matt is appreciated.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 25, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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¶Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

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¶Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,  
¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

**Date Completed: 5/25/2006**

**Opinion No. 2006 - 52350**

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## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2006 - 52351**Date:** 5/25/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Fred

Lawless

**Account Name:** Fred & Nancy Lawless**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ      **Zip:** 85218**is:**

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**Utility Company:** Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No. SW 02519A-06-0015

CRUSH RIDICULOUS FLUSHING FEESH!

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\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 25, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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¶Sincerely,  
¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

**Date Completed: 5/25/2006**

**Opinion No. 2006 - 52351**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fa** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2006 - 52353**Date:** 5/25/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:****Vera****Theissen****Account Name:**

Vera Theissen

**Home:** [REDACTED]**Street:**

[REDACTED]

**Work:****City:**

Gold Canyon

**CBR:****State:**

AZ

**Zip:** 85218**is:****Utility Company:****Gold Canyon Sewer Company****Division:**

Sewer

**Contact Name:**

[REDACTED]

**Contact Phone:**

[REDACTED]

**Nature of Complaint:**

Docket No. SW 02519A-06-0015

CRUSH RIDICULOUS FLUSHING FEESH!

Mr. Morton and Commissioners:

This letter is regarding the Gold Canyon Sewer/Algonquin Power Income FuncVs proposed 100% increase to \$70 per month....GCWWTF Case Docket No. SW02519A-OO-0638. It is difficult to comprehend how any company can justify the current \$35 per month when surrounding communities are paying under \$20 per month. I/We find this proposed increase ludicrous as many Gold Canyon residents are retired and living on fixed incomes. Furthermore, this Community was promised by former management that there would be no further increases after the 2003 increase you granted to Gold Canyon Sewer.

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\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 25, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

**Date Completed: 5/25/2006**

**Opinion No. 2006 - 52353**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Brad MortonPhone: ([REDACTED])Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2006 - 52354Date: 5/25/2006Complaint Description:      08A Rate Case Items - OpposedFirst:Last:Complaint By:

Keith

Small

Account Name:

Keith &amp; Arlene Small

Home: [REDACTED]Street:

[REDACTED]

Work:City:

Gold Canyon

CBR:State:

AZ

Zip: 85218is:Utility Company.      **Gold Canyon Sewer Company**Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]Nature of Complaint:

Docket No. SW 02519A-06-0015

CRUSH RIDICULOUS FLUSHING FEESH!

Mr. Morton and Commissioners:

This letter is regarding the Gold Canyon Sewer/Algonquin Power Income FuncVs proposed 100% increase to \$70 per month....GCWWTF Case Docket No. SWO2519A-OO-0638. It is difficult to comprehend how any company can justify the current \$35 per month when surrounding communities are paying under \$20 per month. I/We find this proposed increase ludicrous as many Gold Canyon residents are retired and living on fixed incomes. Furthermore, this Community was promised by former management that there would be no further increases after the 2003 increase you granted to Gold Canyon Sewer.

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\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

May 25, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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¶Sincerely,  
¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

Date Completed: 5/25/2006

Opinion No. 2006 - 52354

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No. 2006 - 52348**      **Date:** 5/25/2006

**Complaint Description:** 08A Rate Case Items - Opposed

**First:**

**Last:**

**Complaint By:**

**John**

**Sullivan**

**Account Name:**

John & Marian Sullivan

**Home:** (480) 000-0000

**Street:**

n/a

**Work:**

**City:**

Gold Canyon

**CBR:**

**State:**

AZ      **Zip:** 85218

**is:**

**Utility Company:**

**Gold Canyon Sewer Company**

**Division:**

Sewer

**Contact Name:**

[REDACTED]

**Contact Phone:**

[REDACTED]

**Nature of Complaint:**

Docket No. SW 02519A-06-0015

May 21, 2006  
Mr. Brad Morton  
Arizona Corporation Commission  
Utilities Division, Consumer Services  
1200 West Washington Street  
Phoenix, Arizona 85007-2996

Dear Mr Morton,

I have been living in Gold Canyon since 1992. At that time, the existing sewer plant was located off the then Gold Canyon Golf Course close to the now Mountain Brook Village. I realize that this area had grown faster and had more residence than was originally expected for the Gold Canyon Sewer Company.

I wish to protest the proposal by Algonquin Power Income Fund (parent of Gold Canyon Sewer Company) to double our monthly sewer fees from the \$35.00 monthly to the proposed \$70.34 monthly. This proposal is outrageous and completely contrary to the promises that Algonquin made prior to and during their plant expansion.

Residents were openly opposed to the upgrade and expansion of the Gold Canyon facility when revealed in 2003, citing chronic odors and illegal discharges. Many of the residents expressed the desire to have the Gold Canyon Sewer facility closed and to be serviced by the Superstition Mountain Facilities District in Apache Junction. This request was ignored.

Algonquin Power Income Fund openly stated and even put statements in the newspaper that rates would not be effected with this need for expansion to eliminate the odors and the constant overrun discharge. I trust that the Commission will find that the proposed rate hike is without merit and contrary to the promises that Algonquin made to the residents of Gold Canyon. I respectfully request that you deny Algonquin's request and

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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require them to operate within the bounds of the promises they made in order to gain approval for the plant expansion.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

May 25, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

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¶Sincerely,  
¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

Date Completed: 5/25/2006

Opinion No. 2006 - 52348

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## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion****No.** 2006 - 52352**Date:** 5/25/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

Harry M

Starr

**Account Name:**

Harry M &amp; Helen M Starr

**Home:** [REDACTED]**Street:**

[REDACTED]

**Work:****City:**

Gold Canyon

**CBR:****State:**

AZ

**Zip:** 85218**is:****Utility Company:**

Gold Canyon Sewer Company

**Division:**

Sewer

**Contact Name:**

[REDACTED]

**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No. SW 02519A-06-0015

CRUSH RIDICULOUS FLUSHING FEESH!

Mr. Morton and Commissioners:

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\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 25, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

**Date Completed:** 5/25/2006

**Opinion No.** 2006 - 52352

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2006 - 52355**Date:** 5/25/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:****Loretta****Willis****Account Name:**

Loretta Willis

**Home:** (480) 000-0000**Street:**

[REDACTED]

**Work:****City:**

Gold Canyon

**CBR:****State:**AZ      **Zip:** 85218**is:****Utility Company:****Gold Canyon Sewer Company****Division:**

Sewer

**Contact Name:**

[REDACTED]

**Contact Phone:**

[REDACTED]

**Nature of Complaint:**

Docket No. SW 02519A-06-0015

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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☐☐☐☐☐ Bradley G. Morton

☐☐☐☐☐ Public Utilities Consumer Analyst II

☐☐☐☐☐ Utilities Division

\*End of Comments\*

**Date Completed: 5/25/2006**

**Opinion No. 2006 - 52355**

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## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** (602) [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2006 - 52358**Date:** 5/25/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

Terrance

Storbakken

**Account Name:**

Terrance &amp; Linda Storbakken

**Home:** [REDACTED]**Street:**

[REDACTED]

**Work:****City:**

Gold Canyon

**CBR:****State:**

AZ

**Zip:** 85218**is:****Utility Company:**

Gold Canyon Sewer Company

**Division:**

Sewer

**Contact Name:**

[REDACTED]

[REDACTED]

**Nature of Complaint:**

Docket No. SW 02519A-06-0015

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May 25, 2006

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¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

Date Completed: 5/25/2006

Opinion No. 2006 - 52358

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** ([REDACTED])**Fax:** (602) [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2006 - 52357**Date:** 5/25/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Betty Jane Hammond**Account Name:** Betty Jane Hammond**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ Zip: 85218**is:****Utility Company:** Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** (602) [REDACTED]**Nature of Complaint:**

Docket No. SW 02519A-06-0015

CRUSH RIDICULOUS FLUSHING FEESH!

Mr. Morton and Commissioners:

This letter is regarding the Gold Canyon Sewer/Algonquin Power Income FuncVs proposed 100% increase to \$70 per month....GCWWTF Case Docket No. SW02519A-OO-0638. It is difficult to comprehend how any company can justify the current \$35 per month when surrounding communities are paying under \$20 per month. I/We find this proposed increase ludicrous as many Gold Canyon residents are retired and living on fixed incomes. Furthermore, this Community was promised by former management that there would be no further increases after the 2003 increase you granted to Gold Canyon Sewer.

It seems perhaps that Algonquin Power Income Fund may have "over" invested a hefty sum to expand their out-dated facilities and "to attempt" the correction of local unpleasant odorous situations. But—does this give them right to take advantage of a situation where we have no other alternative??? The answer to this questions is "NO"! There are still odor issues & we shouldn't have to pay for their expansion to a sewer system they chose to over-extend!!!! Your atten to this matt is appreciated.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 25, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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¶Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

¶Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,  
¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

**Date Completed: 5/25/2006**

**Opinion No. 2006 - 52357**

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2006 - 52356

**Date:** 5/25/2006

**Complaint Description:** 08A Rate Case Items - Opposed

**First:**

**Last:**

**Complaint By:** Dennis

Archibald

**Account Name:** Dennis & Carol Archibald

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Gold Canyon

**CBR:**

**State:** AZ      **Zip:** 85218

**is:**

**Utility Company:** Gold Canyon Sewer Company

**Division:** Sewer

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Docket No. SW 02519A-06-0015

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

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\*End of Comments\*

Date Completed:

Opinion No. 2006 - 52356

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